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March 1, 2002

BY HAND

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

Re: Blackstone Gas Company – 2001 SQI Annual Report

Dear Secretary Cottrell:

Enclosed for filing in accordance with the Guidelines issued in Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, please find the 2001 SQI Annual Report with the information currently available for Blackstone Gas Company together with Supporting Calculations. The supporting calculations are not available in electronic format.

The Company did not conduct consumer satisfaction surveys in calendar year 2001 as its Plan and requests for waivers have not been acted upon by the Department.

The Company has no collective bargaining unit. Its staffing remained relatively constant from 1997 to date with some seasonal fluctuations for supervision and implementation of construction projects.

The Company will submit its unaccounted-for-gas calculation shortly. This calculation is currently not finalized because of changes in measured gas quantities from metering problems at the city-gate station.

If the Department has any questions concerning the Annual Report or this letter, please contact the undersigned.

Very truly yours,

A handwritten signature in black ink, appearing to read "Andrew J. Newman". The signature is fluid and cursive, with a large initial "A".

Andrew J. Newman

AJN/lms

Enclosures

cc: George Yankos, Director, Gas Division
Kevin Brannelly, Director, Rates and Revenue Division
Karen Robinson, Director, Consumer Division
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